

General Services Administration's

Comprehensive Professional Energy Services

Blanket Purchase Agreements

CUSTOMER COMPLAINT INVESTIGATION FORM

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SERVICE, PERFORMANCE STANDARD, OR METRIC:

DATE/TIME COMPLAINT RECEIVED:

**SOURCE OF COMPLAINT (INCLUDE NAME, PHONE NUMBER,
ORGANIZATION AND EMAIL ADDRESS):**

NATURE OF COMPLAINT:

DATE/TIME BPA HOLDER INFORMED OF COMPLAINT:

**RESULTS OF COMPLAINT INVESTIGATION AND CORRECTIVE ACTIONS
TAKEN BY BPA HOLDER (PROVIDE DETAILS) :**

PREPARED BY:
